

FALL 13

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



NEW CUSTOMER CARE CENTER OFFERS FIRST-CALL, REAL-TIME SOLUTIONS

One of MTA Mobility's goals is to make its paratransit service as user friendly and efficient as possible. To help accomplish this goal, Mobility reorganized its Customer Service department in February 2013 to include a fully-staffed Customer Care Center.

With five additional full-time dedicated agents, the Customer Care Center can now assist customers better by offering "live" first-call solutions in real time. The agents have been specially trained by a professional Customer Service Officer to strive to accomplish their goal of 100-percent customer satisfaction by answering calls promptly and resolving issues more quickly.

Utilizing the most modern technology available, Customer Care Center team members collect data on a daily basis and enter it into the Mobility "PASSCOM" system (Complaints and Commendations module). The data is then prioritized, categorized and reported to operational managers in real time where workable solutions are designed to better address customer's concerns.



There's a reason we call them Customer Care Agents. Customer Care Agents care! Customer Care Agents (l-r): **Brian Donaldson, Tiffani Witherspoon** and **Eartha Harris** (not pictured: **Anne Henriquez** and **Larissa Carson**).

The agents at the new Customer Care Center are available to help you Monday through Friday from 8:30 a.m. to 5:00 p.m. MTA welcomes any Mobility customer

with a concern, no matter how small it is, to call one of our Customer Care Agents at 410-764-8181 and select Option #8.

THANKS FOR SHOWING OFF YOUR NO-SHOW GOOD MANNERS

Due to the increased demand for rides during this holiday season, Mobility reminds customers that it is more important than ever to let us know if you need to cancel your ride reservation. MTA Mobility/Paratransit Service will continue to enforce its No-Show policy so that we are able to provide reliable transportation to all customers when they need it. Be mindful that excessive No-Shows may lead to suspension of your Mobility services, so please cancel trips you do not need, at least two hours in advance.



FRIENDLY REMINDERS

HOT TIPS FOR COLD-WEATHER TRIPS

Winter begins December 21, and to help you prepare for this unpredictable season, we wanted to share some helpful reminders to ensure that your Mobility ride goes as smoothly and comfortably as possible.

More clothes - wear extra layers to keep warm

Oxygen, medicine, etc. - bring extra supplies

Be ready when your ride comes

Ice and snow - have someone clear a path to the vehicle

Let us know - cancel at least 2 hours ahead

Inclement weather - tune in to radio, TV or website

Time - 10 a.m.-2 p.m. best hours to call for reservations

You need exact change - \$1.85 each way

Report any change of address or phone number

Inclement weather - tune in to radio, TV or website

Don't leave any personal items in the vehicle

Enjoy your ride!

SHOPPING CARTS AND BABY STROLLERS

Please remember that that all shopping carts and baby strollers must be folded/collapsed by customers once inside the Mobility vehicle. These devices will then be secured by vehicle operators for safe transport.



New MV-1 is One Awesome Vehicle – Mobility Operator Willie Hawthorne, a 33-year veteran of the MTA who has been with Mobility for five years, helps a rider into the new American-made MV-1, a wheelchair-accessible vehicle with large 56-inch wide rear-side entry doors. It is smaller and more maneuverable than the larger cutaway vans, and easier to park and drive on narrow, one-way streets. Keep in mind however, that customers cannot request a particular vehicle, including the MV-1, due to the large volume of customers Mobility serves. (Photo by Jon Berle)



The Fine Art of Mobility Service – The MTA always welcomes feedback from customers, especially young students interested in transit. Budding artist **Marcus Rahsaan Matthews**, a student at Gwynns Falls Elementary and son of Mobility Agent Tionne Leggette, was so proud of his mother's job that he was inspired to draw this picture when he was only five years old.



New Provider Team Provides Answers (l-r): Superintendent Ava Morgan and Lead Supervisors LaTanya Graham and Wayne Cottman discuss the new "Provider Team" approach with Control Center dispatch supervisors. The Provider Team approach consists of dispatch supervisors, a schedule analyst and a customer service representative from each provider – First Transit, MV Transit and Veolia. This reorganization is part of an effort to improve operational efficiencies in scheduling and dispatching vehicles. Recent data has shown an increase in on-time performance. These teams are supervised by MTA Supervisors.



Extended Call Center Hours to Serve You Better - In July, Reservation Call Center operational hours were changed to 8:00 a.m. to 7:00 p.m., Monday through Friday. The Call Center is open on the weekends from 8:00 a.m. – 5:30 p.m. Next Day calls until 5:00 p.m. and Future calls until 5:30 p.m. For best possible service, call from 10:00 a.m. to 2:00 p.m. to avoid peak call times, and remember that you can reserve trips seven (7) days in advance. Trips can also be reserved using the PassWeb online system on the MTA website at passweb.mta.maryland.gov.

WORDS OF LOVE

Compliments for Veolia – Operator Stephen McNeill

On Valentine's Day, February 14 Operator McNeill helped me up on the lift, stood behind to make sure I didn't lose my balance, and rode up with me on the lift. He went 120 percent beyond what needed to be done and also gave me the same level of service on the return ride. He showed a level of compassion, kindness and concern that I have not seen in a long time. The driver even offered his arm to assist me when stepping on and off the lift.

– Mary B.

Compliments for Veolia – Operator Connie Evans

Connie Evans is an operator worth mentioning! Her services were excellent on Good Friday, March 29 after my 4:00 p.m. pickup from church. I was very impressed with the quality of service she provided. She is a 10-plus, has exceptional driving skills, and she went above and beyond the call of duty. Her personality is professional and pleasing – my kind of Mobility employee!

– Q. Jacqueline J.

CALL-A-RIDE CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

A.A. Cab Connection

410-327-7777 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

Arrow New Green Cab

443-575-4111 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
1 wheelchair accessible taxi

Checker Cab of A.A. County

410-789-2300 and 410-355-3333
24 hours a day, 7 days a week
Glen Burnie, Curtis Bay, Brooklyn and Cherry Hill

County Cab

443-575-4110 | 24 hours a day, 7 days a week
Rides originating in west Baltimore County

Diamond Cab

410-947-3333 and 410-233-6000
24 hours a day, 7 days a week
Rides originating in west Baltimore City

Diamond Cab of A.A. County

410-400-6000 | 24 hours a day, 7 days a week
Glen Burnie, Hanover, Linthicum Heights,
Pasadena, Halethorpe

Diamond Cab of Annapolis

410-573-0184 | 24 hours a day, 7 days a week
Annapolis, Pasadena, Riva, Severna Park

Jimmy's Cab

410-296-7200 | 24 hours a day, 7 days a week
Rides originating in east Baltimore County

Valley Cab

410-486-4000 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore County

Yellow-Checker Cab

410-685-1212 | 24 hours a day, 7 days a week
Rides originating in Baltimore City
10 wheelchair accessible taxis

PARTICIPATING SEDAN COMPANIES

24/7 Sedan

410-686-2666 or 410-686-0003
24 hours a day, 7 days a week
Rides originating in northwest Baltimore City and County

Green Sedan, Inc.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore City and County

IMPORTANT NUMBERS TO SAVE

Call-a-Ride Customer Service..... **410-664-2030**
Call-a-Ride Certification Office..... **410-764-8181**
Mobility General Information **410-764-8181**
Mobility Certification Office..... **410-764-8181**
Mobility Reservation Line **410-764-8181**
MTA General Information **410-539-5000**
Toll-free..... **1-866-RIDE-MTA (743-3682)**
MTA Directory Assistance **1-888-218-2267**
Maryland Relay **7-1-1**
Call-a-Ride Website **www.mtacallaride.org**
MTA Website **www.mta.maryland.gov**

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